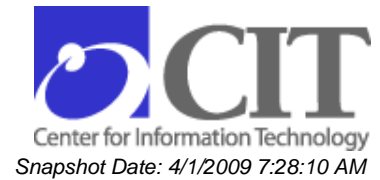


Customer Service Report for HSB

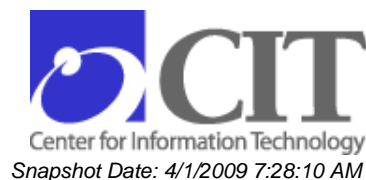
For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Accounts											
Access/Login	1	0	0	0	0	1	0	0	0	0	0
Edit Account	1	0	0	0	0	0	0	0	1	0	4
Password Reset	0	1	0	0	0	0	0	1	0	0	15
Application Support											
COTS-MSWord-Un/Install	0	1	0	0	0	0	0	1	0	0	25
Sharepoint-General Information	5	0	0	0	0	3	0	0	2	0	4
Sharepoint-Install/Uninstall	1	0	0	0	0	1	0	0	0	0	0
Sharepoint-Troubleshoot	2	0	0	1	0	1	0	0	2	0	9
ASR											
Colocation-ON	0	0	0	1	0	0	0	0	1	0	0
Oracle	0	0	0	48	0	4	0	0	44	0	0
Other	0	0	0	77	0	21	0	0	56	0	0
SQL	0	0	0	11	0	3	0	0	8	0	0
Unix	0	0	0	255	0	38	0	0	217	0	0
Windows	0	1	0	50	0	13	0	1	37	0	0
Back Office Support											
Active Directory	1	0	0	0	0	0	0	0	1	0	10
Backup/Restore	3	0	0	1	0	0	0	0	4	0	13
Create DL	0	1	0	0	0	0	0	1	0	0	11
Permissions/Shares	13	0	0	0	0	1	0	0	12	0	8
Web Hosting	2	0	0	0	0	1	0	0	1	0	3
CIT Categories											
Web Dev/New Proj	0	0	0	1	0	1	0	0	0	0	0
Web Site Issue	3	0	0	0	0	2	0	0	1	0	2

Customer Service Report for HSB

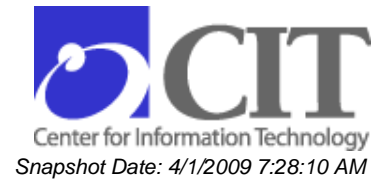
For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Connectivity											
General Info	1	1	0	0	0	1	1	0	0	0	0
TCP/IP	0	5	0	0	0	0	2	0	0	3	0
Email											
Exchange Email	0	1	0	0	0	0	0	0	0	1	0
General Info	2	0	0	0	0	1	0	0	1	0	1
MS Outlook	3	0	0	0	0	0	0	0	3	0	42
General Information											
Inquiry	4	0	0	0	0	1	0	0	3	0	6
Hardware											
Acc/Periph/Move	0	1	0	0	0	0	0	0	0	1	0
Desktop/Config/Setup	0	1	0	0	0	0	0	1	0	0	66
Printers/Config/Setup	2	0	0	0	0	0	0	0	2	0	5
Printers/Troubleshoot	4	0	0	0	0	0	0	0	4	0	10
Servers/Request	0	1	0	0	0	0	0	0	1	0	0
Local LAN											
LocalLAN/Connectivity	2	0	0	0	0	1	0	0	1	0	4
LocalLAN/General Info	2	0	0	0	0	0	0	0	2	0	4
NIH Services											
Other	1	0	0	0	0	1	0	0	0	0	0
NIHnet											
Impairment-Access	0	1	0	0	0	0	0	0	0	1	5
Network Sec-Firewall	0	3	0	0	0	0	1	0	0	2	0
Server Support-Other	1	0	0	0	0	1	0	0	0	0	0
Security											
Alert Message	0	0	0	1	0	1	0	0	0	0	0
General Info	0	1	0	0	0	0	0	0	1	0	0
Web Site Issue (non-CIT)											

Customer Service Report for HSB

For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Inaccessible	2	0	0	0	0	0	0	0	2	0	10
Other	2	0	0	0	0	0	0	0	2	0	19
Grand Total:	58	19	0	446	0	97	4	5	409	8	1

Total Tickets Closed:	422
Total Tickets Assigned/Pending/Checked Out:	101
Total Tickets Created:	523